

Celebrating World Patient Safety Day

Dear colleagues,

This year's World Patient Safety Day is on Sunday, 17th September 2023. As HSE staff, our work to improve patient safety is constant and it is underpinned by the Patient Safety Strategy. On World Patient Safety Day, we celebrate things we are doing well and through reflection and learning from others, identify things we can do better. The theme this year is:

“Elevate the patient voice and safety through health literacy”.

We know that services across the country will mark the day with different events. A group of HSE staff working in collaboration with members of the Patients for Patient Safety Ireland group and the Department of Health have prepared an information pack to complement your plans and your own resources. It is available on www.hse.ie/nqpsd or through the QR code on the bottom right of this message. A small number of hardcopies of the leaflet “Your Health, Your Voice” and poster have been issued through the HSE’s Quality and Patient Safety Leads in services across the country.

How can you get involved?

We hope you’ll join us for the upcoming World Patient Safety Day QPS TalkTime special which will be live at 13.00 on Tuesday, 12th September. You can hear from colleagues from across the country sharing their ideas for how to celebrate World Patient Safety Day and top tips on health literacy. We’ll also be launching the next episode of our podcast series Walk and Talk Improvement “Bearing Witness – through life and death”.

We hope you find the resources helpful. We will be adding to the webpage next week so check in then for updates. Follow us on twitter at @NationalQPS to find out more and tag us into your tweets using #WPSD23 so that others can learn from your service. We look forward to reading about what is happening in your area. Please share these resources widely.

Many thanks for your ongoing commitment in this work.

Kara Madden
Chair
Patients for Patients Safety Ireland

Dr. Orla Healy
National Clinical Director
National Quality and Patient Safety Directorate

Joe Ryan
National Director
Operational Performance and Integration

Information pack resources

- **How can I play a more active role in my care?**
 - [Your health, your voice animated clip](#)
 - [Your health, your voice leaflet](#)
 - [Your health, your voice, spoken version of the leaflet](#)
 - [Your health, your voice poster \(signposting questions to improve health literacy\)](#)
- **“Introduction to World Patient Safety Day” videos**
- **Patient partnership stories - elevating the patient voice**
- **QPS TalkTime Webinar series**
 - QPS TalkTime Poster
 - Link to register for the QPS TalkTime World Patient Safety Day special on 12th September 2023 at 13.00
 - Link to Patient Partnership QPSTalkTime playlist
- **Walk and Talk Improvement Podcast**
 - “Bearing witness, through life and death” (To be launched during the QPS TalkTime on the 12th September)
 - Link to listen back to previous Walk and Talk Improvement episodes
- **Quality and Patient Safety Matters #AllThingsQuality**
 - Bumper edition (Release date: 31st October 2023)
 - Articles from previous editions about patient partnership and involvement
- **Resources**

What can you do to improve health literacy?

As a healthcare professional, one of the top things you can do is to ask people ‘What would you like to know?’. You can also:

- 1 Share the message Your Health, Your Voice widely through a leaflet or recording, an animated clip or poster and encourage people to ask us:
 - What do I need to know now?
 - What do I need to do next?
 - What can I expect? How will this help me?
- 2 Invite people to make a list of questions to bring with them to their appointments or ask someone to come with them
- 3 Signpost the [HSE A-Z of health conditions](#)
- 4 Ask ‘[What matters to you?](#)’
- 5 Encourage people to keep a [My Medicines List](#)
- 6 Use the [Teach-Back method](#) to check for understanding.
- 7 Encourage people to get involved as a patient partner with local groups or through a the [Patient Forum](#) or [Patients for Patients Safety Ireland](#)
- 8 Signpost the HSE self-management supports for people living with long-term health conditions or peer support groups set up by advocacy groups.

